

The background of the slide features a close-up, slightly blurred image of a notebook. The notebook has lined paper with cursive handwriting in dark ink. A pencil with a purple and blue eraser is positioned diagonally across the lower left portion of the notebook. The overall color palette is warm, with shades of brown, tan, and cream.

# **Student Volunteer/Parent Bill of Rights**

We believe that our volunteers have rights and that their concerns are reasonable and important.

# A Healthy Learning Environment

- Parents have the right to know that their child will be safe at the VA, both physically and emotionally.
- Parents have the right to know that all children will be treated fairly regardless of race, creed, national origin, economic status, gender, or age and that each child will be treated as an individual.
- Parents have the right to know that the staff is experienced and trained in supervising young adults.
- Parents have the right to know that any negative or cruel behavior among students or between students and staff will not be tolerated.

# Clear, Courteous Communication

- Youth volunteers have the right to be treated with courtesy by all members of the hospital staff. Youth volunteers must treat our patients and staff with proper business courtesy and will be trained as such before starting a position. Any breach of courtesy with a patient will result in being placed in a non-patient contact position, or termination.
- Parents have the right to participate in meaningful parent-teacher discussions about their child's progress and welfare as a volunteer.
- Parents have the right to visit the VA site where their child volunteers.
- Parents have the right to know that they can approach Voluntary Service with a concern and that the staff member will listen carefully and will do everything possible to address the issue.

# Participation in Decisions

- Parents have the right to give feedback on any changes in scheduling for extracurricular activities, such as patient outings or ceremonies.
- Students and Parents have the right to discuss or meet with Voluntary Staff and give feedback on work assignments for the student.
- Students have the right to evaluate their volunteer placement, and request changes when the position does not meet their career aspirations or match their personal strengths or talents.

# Business Conduct

- Youth volunteers will dress in a business-like fashion (e.g., no beach clothes, nothing revealing or gang emblems, no gum chewing or headphones in use while on duty)
- Youth volunteers will be instructed on conduct in a hospital environment. This will include proper business greetings, etiquette and general deportment on a Federal campus.
- Youth volunteers will report to their duty stations on a timely basis, and their parents will enable them. Inability to report on time will result in termination.

# Expectations for the volunteer experience

- Youth volunteers will experience work assignments that are meaningful and helpful to their career.
- Youth volunteers will experience supervision that is clear and helpful to their development.
- Youth volunteers will have their hours of service counted like any other volunteer, and will earn incentives in the same fashion.
- Summer youth volunteers will also have the opportunity to attend ice cream socials, and attend some patient outings as a reward for good performance.
- Youth volunteers who demonstrate excellent career prospects are allowed to ask staff to write letters of recommendation for college, etc.

# Commonly Asked Questions

- What if I can't get to the VA for a day? What if I am sick, or there is a family outing I need to attend?
- I am used to wearing certain styles of clothes at school. Can I continue to wear the same things at the hospital?
- If there is a problem, who do I call?
- Will I be paid for my time? What about lunch?
- What if my parent(s) work here? Is that a problem?
- Can I be placed in a volunteer position with my friends?
- How do I get a letter of recommendation?